

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES EMPLOYMENT OPPORTUNITIES

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

IT SYSTEMS OPERATIONS ANALYST

Role Title: Information Technology Specialist III

Position #00805

Pay Band 6, Level I, Hiring Range: \$54,580 - \$80,000

Closing Date: October 20, 2014

Information Management Division seeks knowledgeable, results oriented and self-motivated IT professional to support, coordinate, and deliver IT systems operational and technical support services to the Agency as a member of the IT Services Team. Support, coordination and delivery of IT services includes resolution of technical IT operational issues, support of Agency IT specific IT systems, asset inventories, technical guidance, requests for new IT services, and improvements in IT workflow processes. This position serves as a resource to the Agency IT Resource (AITS) meeting all VITA/NG policies, guidelines, and standards for any effort related to the general scope of Agency IT activity. The successful candidate must have extensive IT services experience in a large, complex IT environment. Requires demonstrated knowledge of IT data center operations. Requires considerable knowledge of IT server and network systems with emphasis on IT operations technical support services within environments such as RightFAX, Citrix, file server management processes, FTP operations and systems engineering for new IT initiatives. Experience with IT hardware and software inventory processes and procedures are required. Must have strong IT customer service experience. Requires demonstrated ability to analyze, evaluate, and resolve IT problems of an unknown nature. Considerable experience working within a matrixed IT environment preferred. Bachelor's degree or higher preferred in information systems, computer science or related area, or several years' equivalent experience.

ONLINE STATE APPLICATION REQUIRED

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the Recruitment Management System (RMS) by 5:00 p.m. on the closing dates referenced above.

FAXED, E-MAILED, OR PAPER APPLICATIONS WILL NOT BE ACCEPTED

Receptionist: 804-786-5408, TDD 800-343-0634

Web Sites for Vacancy Listings

RMS: <http://jobs.agencies.virginia.gov/applicants/Central?search=602>

DMAS: http://www.dmas.virginia.gov/ab-position_vacancies.htm

Applicants needing accommodation to apply for openings should contact the DMAS receptionist for additional information.

EEO/AA/ADA